

CASE
STUDY

Midwest Regional Bank



SBA
U.S. Small Business Administration
100 Most Active SBA 7(a) Lenders



NetGain⁺
TECHNOLOGIES

technology[®]
oneSource

Contents

- 02 Profile
- 03 Challenge
- 04 Solution
- 05 Results



Profile

“Tradition and Progress” are hallmarks of Midwest Regional Bank’s reputation. With roots in Otterville, Mo., dating to 1894, the bank’s modern presence was founded in 2006 to serve bank clients who value the personalized level of service provided by traditional community banks. The bank’s founders recognized a growing void in the financial services marketplace, created by a high level of bank mergers and consolidations.

Midwest Regional Bank’s mission echoes this founding inspiration. In addition to creating a successful return for stockholders, the bank seeks “to provide high quality traditional banking services in communities that value the personal local service provided by community banks.”

While providing personal banking services to its community bank patrons, Midwest Regional Bank also works closely with small businesses in the region. Unlike many community banks that avoid the regulatory compliance burden of Small Business Administration loans, Midwest Regional specializes in SBA lending. Local businesses and startups receive progressive and innovative financial services while enjoying the same customer-focused advantages as Midwest Regional’s personal banking clients.

Midwest Regional Bank has grown to 100 employees and \$450 million in assets—a phenomenal growth rate from a decade ago, when it started with seven staffers and \$18 million in holdings.

The bank carefully maintains the reputation it has established and dedicates itself to cultivating the communities it serves. “We utilize the latest technologies, make all decisions locally, and are known for honest relationships.”



Challenge

“
We wanted to move
from managing
problems to a
proactive approach.”



Kathy Fehlig
Executive Vice President

A decade of rapid growth resulted in significant growing pains for Midwest Regional Bank.

As the bank expanded, it adopted and utilized a forward-looking technology infrastructure to support its clients. “We started to recognize that the technology was requiring more of our management time than what we were able to spend on it,” according to Kathy Fehlig, the bank’s executive vice president.

“I.T. resources were limited. It was affecting our timelines for projects that we wanted to move forward with.”

When Midwest Regional Bank’s leadership team reviewed its information technology stance, it became clear that I.T. support was a bottleneck threatening to delay ongoing growth. “We wanted to move from managing problems to a proactive approach,” Fehlig recalls. “We realized that we had outgrown our prior I.T. provider.”



Solution



“We definitely were looking more for a partner that understands we’re growing in this direction, we need to get to the next level.”

Kathy Fehlig recalls interacting with NetGain Technologies prior to engaging the managed I.T. services provider. “We had been called on by NetGain staff for a couple of years. Then we started seeing you at banking conventions.” Midwest Regional Bank felt its I.T. support was adequate during its formative years, but Fehlig and President Tyler Bender stayed abreast of potential options for when the bank required additional support.

Once the bank decided it needed a more robust I.T. maintenance and development process, “there was more willingness to hear what NetGain’s account managers had to say,” Fehlig says. “We wanted to see sample reports” showing the metrics and advice provided as part of the Technology OneSource managed I.T. services program. “The relationship and the comfort level were built over time. Then it was time to get a specific bid.”

NetGain Technologies assessed the Midwest Regional Bank technology infrastructure. Technology OneSource engineers made a few recommendations to better utilize the bank’s existing technology, and suggested a managed support contract with a fixed monthly fee.

Fehlig credits the Technology OneSource model as the impetus for switching to a managed I.T. services program solution. “The way the contract is set up it puts us both on the same side. If you guys are efficient, it’s better for all of us. That’s important. We definitely were looking more for a partner that understands we’re growing in this direction, we need to get to the next level. We were looking for a real partner instead of just a block of time. Technology OneSource provided that.”



Results



We really liked the fact that you have staff in the St. Louis market. And beyond that, that you have a bigger staff with greater expertise. It gave us the best of both worlds.

Kathy Fehlig
Executive Vice President

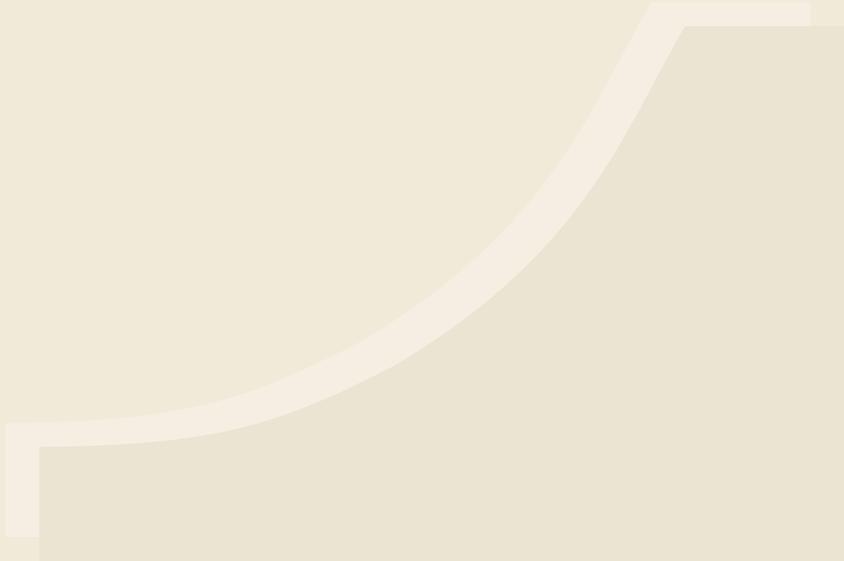
President Tyler Bender initiated the decision to make the I.T. change. Midwest Regional Bank has fully implemented the Technology OneSource program, which incorporates proactive technology management, network administration, and reactive support services (including a 24/7 help desk).

Kathy Fehlig identifies a fourth component of Technology OneSource as the best “added value” of managed I.T.: Periodic technology strategy updates. “Quarterly audit documentation is something you don’t see anywhere else. I think that the review of processes being audited—on a regular basis—gives us a lot of comfort.”

Fehlig praises the onboarding review and documentation process. “Being newly converted—looking at what your engineers found versus what we thought the situation was—was comforting. It’s a good tool. The examiners were impressed.”



Raise the I.Q. of your **I.T.**



NetGain⁺

TECHNOLOGIES

2031 Georgetown Road
Lexington, KY 40511

 844-77-SMART

 SMART@NetGainIT.com

All other brands or products are trademarks or registered trademarks of their respective holders and should be treated as such.

 **oneSource** technology[®]

LEXINGTON

LOUISVILLE

LITTLE ROCK

CINCINNATI

CHATTANOOGA

ST. LOUIS

BIRMINGHAM